

Abronhill Housing Association

Meeting of the Management Committee held on 20 February 2020 at unit 10 Abronhill Shopping Centre, Cumbernauld.

Minutes

Present:	I Smith	K McMail	P Broadwith
	L Black	R Russell	M McGuire
	E Irvine		
In Attendance:	C McKiernan	J Daisley	P Long, FMD (Item 12 only)
	A Cameron, Quinn Internal Auditors		

	Agenda Item	Action
1.	<p>Apologies</p> <p>No apologies were received. C McKiernan advised that S Boyle has resigned from the Committee, in her resignation letter S Boyle thanked the Committee and Association for the opportunities for professional and personal development offered during her time on the committee. M McGuire who has recently joined the Management Committee introduced herself to the Committee.</p>	
2.	<p>Declarations of Interest</p> <p>There were no declarations of interest.</p>	
3.	<p>3.1 Minutes of previous meeting (held 23 January 2020)</p> <p>Acceptance of the minutes which had been circulated in advance was proposed as a true recording of the meeting of 23 January 2020 by I Smith and seconded by K McMail.</p>	
4.	<p>Matters Arising</p> <p>Item 4 C McKiernan advised that the association's rules had been checked and that Forest Road is in the association's area of operation. S Macintyre has written to the Development Manager at North Lanarkshire Council regarding the site at Forest Road and is waiting for a response. E Irvine suggested that we contact elected members regarding this issue.</p> <p>Item 4 C McKiernan advised that SDM are carrying out training on their text messaging interface on 27 February 2020.</p>	

	<p>Item 10.1 C McKiernan advised that the rent increase letters will be issued tomorrow.</p> <p>Item 11.1 Following on from the tenant satisfaction survey Research Resource are holding a tenant workshop on Wednesday 26 March at Abronhill Parish Church.</p> <p>Item 11.3 Reactive Maintenance Services a tender meeting had taken place at Hillhead offices on 19 February 2020.</p> <p>Item 13 A meeting with Cumbernauld Living Landscapes has been arranged with S Macintyre and P Broadwith on 27 February 2020.</p>	
5.	<p>Health & Safety</p> <p>C McKiernan advised that the CCTV has been installed. The panic alarm has still to be installed. P Broadwith asked how long the images are being held for and if the software is encrypted.</p>	
6.	<p>Correspondence</p> <p>6.1 Employers in Voluntary Housing – Members Report</p> <p>This report is to follow.</p> <p>6.2 Glasgow & West of Scotland Housing Associations</p> <p>A report was issued with the committee papers. The committee can attend any of the open meetings, there is no need to pre-book.</p>	
	<p>Governance</p> <p>7.1 Assurance Statement Action Plan update</p> <p>A report was issued with the committee papers. There are three policies included in the committee papers. Following approval, all of the Improvement Actions will have been completed.</p>	
	<p>7.2 Succession Plan and SHARE Proposal for Governance Support</p> <p>C McKiernan discussed the proposal that was received from SHARE for Management Committee review/appraisals. R Russell commented on the amount of jargon within the proposal. E Irvine commented that the appraisal process could put potential committee members off joining the committee. C McKiernan will give feedback to SHARE regarding R Russell's comments on the proposal. C McKiernan advised that the</p>	

	<p>appraisal process is designed to be supportive. It is used to find out what skills, knowledge the committee has and if training is required. Following discussion, the committee agreed to the SHARE proposal for 1 year and approved the succession policy. The committee further agreed to advertise for new committee members.</p>	
8.	<p>Strategy</p> <p>8.1 Business Plan Review – Update</p> <p>A report was issued with the committee papers. The Business Plan should be reviewed and updated annually. A copy of the updated Business Plan will be brought to the committee once this has been completed.</p>	
9.	<p>Staffing</p> <p>9.1 EVH Terms & Conditions April 2020 Summary of Changes</p> <p>A summary of the changes was issued with the committee papers. These changes will come into effect from 1 April 2020. P Broadwith advised that in future the committee only need to know about any material changes to the terms and conditions. This was agreed by the committee.</p>	
10.	<p>10.1 Management Accounts to 31 December 2019</p> <p>P Long discussed the management accounts to 31 December 2019 which had been issued with the committee papers. The statement of comprehensive income shows a net surplus of £118k compared to the budgeted surplus of £77k.</p> <p>The income & expenditure analysis shows that the void loss is higher than budgeted, no grant income for stage 3 adaptations has been received, this should be received in the last quarter. The reactive repairs cost is higher than budgeted, Management costs, major and cyclical repairs costs are lower than budgeted.</p> <p>The statement of Financial Position shows that the Association has net assets of £2.3m. The association has a cash balance of £715k. P Long will speak to S Macintyre regarding transferring funds from the Royal Bank of Scotland to the Nationwide Building Society.</p> <p>The management expenses show that the staff costs are higher than budgeted. Director costs are lower than budgeted. The reactive repair costs are higher due to expenditure on void properties. Professional fees are lower as the refinancing has been deferred. The cost for the smoke</p>	

<p>alarms is higher. P Long will check with A Moore if the programme has been brought forward.</p> <p>P Long included a brief explanation for the ratio analysis. All loan covenants are being complied with.</p> <p>The forecast outturn shows a lower gross surplus due to higher reactive maintenance costs.</p>	
<p>10.2 Draft Budget 2020/21</p> <p>P long discussed the draft budget for 1 April 2020 to 31 March 2021 which had been issued with the committee papers. The statement of comprehensive income shows an increase in turnover to £1,035,000 due to the rent increase of 2.5%. The operating costs are higher due to change in staff structure (maternity cover). The interest payments are lower as the association is now paying a variable rate on loans.</p> <p>Income and expenditure show a surplus of £156,800. R Russell advised that new costs are due for reactive maintenance following procurement. P Long will revise figure as the budget is based on assumptions.</p> <p>R Russell asked if smoke alarms could be changed on page 3a to smoke and heat detectors.</p> <p>The cashflow statement shows a decrease of £2,750 for the year.</p> <p>The draft budget includes a breakdown of income and expenditure on a monthly basis.</p> <p>The ratio analysis predicts that all loan covenants will be complied with.</p> <p>A final budget will be brought to the next committee meeting.</p>	
<p>10.3 Internal Audit Report – Void Management</p> <p>A Cameron discussed the internal audit report on void management which had been issued with the committee papers. A Cameron advised that the level assurance was reasonable. Areas of improvement include; void inspections require recording and authority for additional works need to be outlined. A Cameron advised overall the process was fairly good and that follow up to the audit would be carried out.</p> <p>A Cameron also reminded Committee of his role in the governance of the Association and that if Committee members had concerns that they felt</p>	

	unable to take to the Director then the Internal Auditor could be approached.	
11.	<p>Operations</p> <p>11.1 AFTAR Funding</p> <p>A report providing additional information was issued with the committee papers as requested at the last committee meeting. R Russell commented that the cost for providing the service is not being split fairly between the 5 housing associations. C McKiernan advised that the project is structured in a way that the 5 associations are equal partners and therefore pay an equal amount for the service. We can request what information and statistics we would like AFTAR to provide on a quarterly basis going forward. Having the service will also help the association maintain rental income and reduce the risk of bad debts. R Russell asked that a letter is issued to all tenants advising them of the service. The committee agreed by majority to fund the project for a period of 2 years.</p>	
	<p>11.2 Housing Management Quarterly Report</p> <p>C McKiernan discussed the quarterly housing management report that was issued with the committee papers. The rent arrears as at the 31 December 2019 were 4.16% of the Annual Gross Rental. A report on Former tenant arrears will be brought to the next committee meeting which will include any the association would like to pass for write off. There were 6 void properties in the quarter, there were 28 refusals for these 6 properties. C McKiernan will discuss the number of refusals in more detail with the housing officers. 2 anti-social complaints were received and these were resolved within target timescales.</p>	
	<p>11.3 Maintenance Quarterly Report</p> <p>The maintenance quarterly report was issued with the committee papers. C McKiernan asked if the committee had any questions on the report. R Russell commented that our gas service contract is due to be re-tendered. The grant income for medical adaptations is due in the final quarter.</p>	
	<p>11.4 Eviction Report</p> <p>C McKiernan discussed the eviction report that had been issued with the committee papers. [REDACTED]</p>	

	<p>The committee agreed that if the tenant defaults again from the agreement the association can enforce the decree without further recourse to Committee.</p>	
12.	<p>Deferred Agenda Items.</p> <p>12.1 Value for Money Statement</p> <p>A Value for Money Statement was issued with the committee papers. Once it has been agreed by the committee it will be published on the association’s website. P Broadwith asked if the following items could be added to the statement:</p> <ul style="list-style-type: none"> • mission statement • an explanation of the Scottish Housing Regulatory Standards on page 2 • the number of properties owned by the association • The Scottish average to be added to the rent comparison table on page 3 • Page 4 improving our homes 69.9% meet the Scottish Housing Quality Standard – could we provide some context around this • Page 5 Building new homes to be removed as this is not confirmed • Page 5 200/21 change to 2020/21 • Page 7 The Association is a member of Employer in Voluntary Housing – explanation about why this is important • Page 7 AFTAR – to be updated • Page 8 Benchmarking – what are we doing to improve the average relet time <p>Committee approved the statement subject to the above amendments.</p>	
	<p>12.2 Equalities Policy Review</p> <p>A copy of the Equality and Diversity policy was included with the committee papers. C McKiernan explained what is covered in the policy. P Broadwith asked if the section about complaints: employees on page 6 and complaints made against employees on page 9 are covered under the employees contract. The policy is to be checked to ensure that there is no duplication with other policies already in place. Once updated the committee approved the policy.</p>	
13.	<p>Any Other Competent Business</p> <p>13.1 Cumbernauld Living Landscapes</p> <p>This was covered under section 4 matter arising</p>	

	<p>13.2 Abronhill Parish Church – Easter Activities for Children</p> <p>L Black asked if the Association would put a poster in the window to say that the association is taking part in Easter Activities for children that are being put on by Abronhill Parish Church. Following discussion this was approved by committee.</p>	
	<p>13.3 Other items</p> <p>P Broadwith raised the following items:</p> <p>Community Matters are holding a Cumbernauld & Kilsyth Locality Partnership Business meeting on Thursday 27 February from 6.30pm at Burngreen Community Centre, Kilsyth.</p> <p>Contact elected members regarding various issues is to be put on the Agenda for the next committee meeting.</p> <p>The committee are to consider having a sub-committee to review policies. J Daisley to check the rules to see how many members are required for a sub-committee.</p>	
<p>14.</p>	<p>Date of Next Meeting</p> <p>26 March 2020 at 6pm</p>	

Signed as a true record by the Chairperson

..... **Date**

Copies of committee reports are available on request.